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ABSTRACT

This study examined the necessary elements for the development of a student orientation brochure for commuter students at Mount Vernon Nazarene College in Mount Vernon, Ohio. It reviewed nontraditional and commuter student literature and 10 commuter student brochures and orientation materials from other institutions. The orientation brochure that was developed was reviewed and validated internally and externally by professionals in enrollment services, student development, and adult education, along with commuter students currently attending the college. A revised orientation brochure was then reviewed by a final evaluator who is a nationally-recognized expert in the field of student transition to higher education. The brochure was printed and distributed to commuter students, administrators, faculty, and staff. Appendixes provide the names of the colleges whose materials were reviewed, a list of suggested components of an orientation brochure, a list of internal and external validators, suggestions for revisions, and a copy of the final brochure. Contains 10 references. (MDM)

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THE DEVELOPMENT OF AN ORIENTATION BROCHURE FOR COMMUTER STUDENTS ATTENDING MOUNT VERNON NAZARENE COLLEGE

Emergence of Higher Education in America

Ronald Bolender

Mount Vernon Nazarene College

A Practicum Report presented to Nova University in partial fulfillment of the requirements for the degree of Doctor of Education

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Abstract of a Practicum Report presented to Nova University in partial fulfillment of the requirements for the degree of Doctor of Education

THE DEVELOPMENT OF AN ORIENTATION BROCHURE FOR COMMUTER STUDENTS ATTENDING MOUNT VERNON NAZARENE COLLEGE

by

Ronald Bolender

February, 1994

A brochure designed to help orient commuter students to the campus community of Mount Vernon Nazarene College (MVNC) was developed as a result of this study. The research question for this study was: What appropriate elements should be included in a student orientation brochure for MVNC's commuter (both traditional and non-traditional) students? The orientation brochure was developed from (a) a review of non-traditional and commuter student literature and (b) incorporating components from 10 samples of commuter orientation materials (from other institutions). The

orientation brochure was validated (internally and externally) by professionals with knowledge in the following areas: (a) enrollment services; (b) student development; (c) commuter students currently attending MVNC; (d) adult education; and (e) commuter programs at various institutions. A revised orientation brochure was reviewed by a final evaluator who is recognized nationally as an expert in the field of assisting students with making the transition into institutions of higher education. A recommendation was made to print and distribute copies of the orientation brochure to the following individuals at MVNC: (a) commuter students; (b) administrators; (c) faculty; and (d) staff. It was also recommended that the director of retention (under the enrollment services administrative unit) be responsible for the updating, printing, and distribution of the orientation brochure since this position is responsible for all orientation activities at MVNC.

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Chapter 1

INTRODUCTION

Background and Significance

Mount Vernon Nazarene College (MVNC) is a church related coeducational college of arts and sciences that is sponsored and supported by the East Central Educational Region of the Church of the Nazarene including: (a) Ohio; (b) eastern Kentucky; and (c) West Virginia. It has a student body of over 1200 and is located in a small rural county in central Ohio. At least one third of the students come from families where parents are not college educated and at least 40% of the student body come from a rural or Appalachian county.

MVNC's primary mission is to provide a liberal arts education to traditional (college age) residential students. This is part of the identity of MVNC. However, about 30% of the student body is comprised of commuter students seeking an associate or bachelor degree. All campus housing at MVNC is designed exclusively for traditional students. Therefore all non-traditional students live off-campus. Commuter students include both traditional college age students

who do not live on campus as well as non-traditional students. At MVNC, the terms commuter and off-campus are used interchangeably to describe the same type of student.

Since MVNC focuses so intensely on the traditional residential student, commuter students attending MVNC tend to be the forgotten or neglected group. Individually they are often highly regarded by faculty, staff, and traditional residential students. The problem lies with the fact that MVNC does not do a very good job making commuter students feel a part of the campus community. The traditional residential student is able to informally learn about the details of the campus community through: (a) reading notices placed on bulletin boards in the cafeteria and dormitories; (b) roommate(s); (c) casual conversations in the residential student lobbies; and (d) a strong informal network of friends and classmates who live on campus. By asking questions or reading a multitude of publications, commuter students can also find out the details concerning academic life, campus life, available campus services, and required administrative processes (such as registration and parking

regulations). However, the typical commuter student is generally pre-occupied with activities and concerns apart from MVNC leaving little time or energy to aggressively pursue this information.

The purpose of this study was to develop a concise, informational brochure directed toward commuter students. Prior to the implementation of this study, the following components were considered for inclusion in the final brochure: (a) library hours and policies; (b) athletic and intramural activities; (c) bookstore hours and policies; (d) on-campus parking policies; (e) registration procedures; (f) where to store personal belongings while on-campus; (g) dress code; (h) behavioral expectations; (i) how to drop or add classes during the semester; (j) process for voicing complaints to student council; (k) alternatives for child care; (l) drama and cultural events held on-campus; (m) use of personal on-campus mail box; (n) snow days and class attendance; (o) chapel attendance; and (p) other general concerns of commuter students at MVNC. The actual components included in the final brochure were determined by use of the development method as part of this study.

The percentage of commuter students attending MVNC justifies that more attention be focused on this group. Administrative offices on campus often experience frustration when attempting to communicate with commuter students regarding procedures. On the other hand, commuter students are often frustrated about the lack of communication regarding procedures. A lack of communication exists because commuter students do not have the same on-campus informal communication networks that traditional residential students have. The development and eventual distribution of this brochure will help enable commuter students to quickly reference important information about MVNC. This will contribute to a more satisfactory campus life experience for commuter students.

This study directly relates to the Emergence of Higher Education in America seminar (Wattenbarger, Bryant, Kintzer, & Varcoe, 1993), specifically to the sections regarding the treatment of non-traditional and commuter students by institutions who focus on the traditional residential student. Higher education is emerging as having an increasing number and larger percentage of commuter students attending traditional

residential institutions. The readings in this seminar express concern over the responsiveness of traditional residential campus communities to these students.

Research Question

What appropriate elements should be included in a student orientation brochure for MVNC's commuter (both traditional and non-traditional) students? The development of this brochure for eventual printing and distribution was the focus of this study.

Chapter 2

REVIEW OF THE LITERATURE

Non-Traditional and Commuter Students

The current definition of a non-traditional student is generally so vague that it is usually determined by the observer (Millard, 1991). Most institutions use it to classify any student who is not of traditional college age. Those over the age of 25 are usually classified as non-traditional (Brazziel, 1989).

The current definition of a commuter student includes ". . . all students who do not live in institution-owned housing" (Jacoby, 1989, p. 2). This population includes the following: (a) traditional and non-traditional college age students; (b) full-time and part-time students; and (c) married and single students.

At MVNC, almost all residential students are traditional college age students. Though many commuter students at MVNC are of traditional college age, the problem of helping commuter students make the academic and nonacademic transition into MVNC's campus life is similar for both traditional and non-traditional off-campus students. The term off-campus student is

commonly used at MVNC when classifying the commuter (traditional and non-traditional) student.

Historical Review of Non-traditional Students

The definition of the non-traditional student has changed throughout history. During the Colonial Period, colleges were designed primarily for the sons of aristocrats. Therefore, during this time period the definition of non-traditional student included such groups as the poor, women, minorities, and eventually older students.

The integration of new types of students into a college setting is always perceived as being a problem due to a change in the stated or unstated mission of the college and a change in the social climate for the current students (Wechsler, 1989). The definition of traditional and non-traditional students changed when colleges adopted new patterns of matriculating: (a) poor; (b) female; (c) ethnically and racially diverse; and (d) older students (Copland, 1989; Dwyer, 1989; Rudolph, 1990; Wechsler, 1989; Wright, 1989).

During the Colonial Period, non-traditional students would have included those from non-aristocratic families or racial minority groups (such

as the attempt to educate the Indians). During the Jacksonian era, the non-traditional student would have been the charity student who was provided a place to live, but was treated as second class by traditional students. During most of the 1800's women were considered to be non-traditional students. This label stuck even though they were admitted to Oberlin College in 1837 and to other institutions (developed just for women) during most of the 1800's. For the first third of the 1900's the Jewish student was considered non-traditional. Students of color were classified as non-traditional till the second half of the 1900's. The current universal definition of a non-traditional student (as stated earlier) is the older adult (generally over 25 years old) who is enrolled in an associate or bachelor degree program.

Current Situation for Non-Traditional Students

Lynton and Elman (1987) state that the number of non-traditional students attending all types of higher educational institutions is increasing. One type of non-traditional student exhibits the intermittent pattern of college attendance. While working toward a degree, this student may stop out from time to time for

one reason or another (Warren, 1985). Non-traditional students also represent an increasing number of students who begin college at an older age and then attend straight through without stopping out.

Regardless of the attendance pattern, the non-traditional student represents the fastest growing segment of higher education. This is triggered by the need for advanced education to remain employable in the current job market (Brazziel, 1989). "The modern world demands that people learn all through their lives, and increasing numbers of adults, in turn, are demanding access to learning and educational resources" (Thomas, 1991, p. 160). The traditional residential college age student that has been the focus at MVNC, accounts for only 20% of all students currently enrolled nationally in higher education (Aslanian, 1993).

Institutions similar to MVNC are often not ready to deal with the special needs of commuter (traditional and non-traditional) students. Several studies have been conducted dealing with the problem of integrating these students into the mainstream of campus life (Bonifacio, Sinatra, & Welch, 1991; Hazzard, 1993; Huntley, 1993). Commuter students are often dealing

with off-campus pressures such as: (a) outside employment and (b) spouse and offspring. This is often compounded by an improper design or lack of the following on campus processes and services: (a) admissions; (b) counseling; (c) parking; (d) registration; (e) student support services (library, offices, bookstore); (f) child care; (g) finances; and (h) orientation. Required administrative processes and services are oftentimes designed specifically for the traditional (college age) residential student. Needed services such as child care are often not available. The orientation process is designed primarily for the traditional student.

> When they attend institutions where they are clearly in the minority, older freshmen often feel "different," out of place, and perhaps even out of sync with societal expectations attributed to specific age groups. In short, adult reentry into higher education is fraught with difficulty, and institutions need to become aware of adult-learner needs, both academic and nonacademic. (Copland, 1989, p. 305.)

How do higher educational institutions respond to this growing group of students? Millard (1991) states that this group is generally not actively involved in campus functions and that isolation is often designed

into the program for the non-traditional student. The non-traditional student may be enrolled in a program designed primarily for traditional students or in a program designed specifically for the non-traditional student (often called adult education). In either case, there is a need to help orient the non-traditional student into the general functions of the campus (Bean, 1990; Levitz & Noel, 1989; Millard, 1991).

Orientation Printed Materials

Commuter (traditional and non-traditional) students usually cannot learn about the details of the campus community through: (a) reading notices placed on bulletin boards in the cafeteria and dormitories; (b) roommate(s); (c) casual conversations in the residential student lobbies; and (d) a strong informal network of friends and classmates on campus. Institutions need to be creative in developing ways to communicate to the commuter student (National Clearinghouse for Commuter Programs [NCCP], 1992a, 1992b, 1992c).

Copland (1989) states that commuter students can benefit from the use of printed materials specifically

designed to acclimate them toward the campus community. The best tools available should be used to enhance the communication process between commuter students and the institution (Jacoby, 1989).

Several institutions use various forms of printed materials directed toward the commuter student. This is a communication strategy designed to inform the commuter student about the services and administrative processes of the campus community.

Central Missouri State University produces on a semester basis, a form containing the final examination schedule. It is printed on index weight paper and is distributed to commuters just prior to final exams. It also contains pertinent information regarding the next semester. The rationale for this form (called Memo) is ". . . to give commuter students accurate information in a timely fashion" (Gower, 1993, p. 76).

James Madison University publishes the Off Campus Calendar for commuter students. It is distributed to all commuter students at the beginning of the term and contains the following information: (a) security issues; (b) tips on locating housing; and (c) dates of campus events (Maher, 1993).

The Commuting Students Handbook (published by Fordham University) is designed to meet the needs of commuter students. The format of the handbook is 8 1/2 in by 5 1/2 in (28 pages) in order to fit nicely into a car's glove compartment. It contains information regarding: (a) parking; (b) vehicle registration; (c) campus hours; and (d) administrative and departmental telephone numbers. The feedback from commuter students regarding the handbook's usefulness has been positive. The handbook is updated annually (Nonnamaker, 1993).

Kent State University developed the Resource Rack to distribute information to commuter students. It is located in a centralized place and is accessible for commuter students. The racks contain the following information: (a) area transit schedules; (b) campus telephone directors; (c) information on tenant/landlord rights; (d) area utility company brochures; (e) leasing information; and (f) pamphlets on community and campus resources and services (Schultz, 1993).

The Age Advantage is published by Texas A & M University. This orientation handbook is designed to address the needs of the adult learner. In the past, Texas A & M University was strongly positioned as a

traditional-aged college institution but slowly and steadily they are having to change as the size of the adult learner population increases (Seff, 1993).

Bowling Green State University produced a simple communication piece called the Top 25 Reasons Bookmark. The goal of the bookmark is to make commuter students aware of various available services. It is in an easy to carry format. The goal is not to give a comprehensive description of all services available, but to make students aware of existing services and how to procure additional information (Witschi, 1993).

The need for an orientation brochure designed for commuter (both traditional and non-traditional) students attending MVNC as well as the specific components to be contained therein is supported by the literature review. The literature indicates that the non-traditional student population will continue to grow. The need for an orientation brochure at MVNC will at least remain steady and possibly increase over the next few years. Printed material designed to communicate about required administrative processes and campus services to the commuter population at MVNC is

supported by the literature review as one solution for helping with the transition into campus life.

Chapter 3

METHODOLOGY AND PROCEDURES

Methodology

Development methodology was used in the design of this orientation brochure. This method was chosen because a problem (helping commuter students at MVNC become aware of both the required administrative processes as well as available campus services) was identified that could potentially be solved through the implementation of a properly developed orientation brochure. Often the purpose of a development study is to find a solution to a specific problem through the development of a product. The product can be in any of the following forms: (a) plan; (b) program; (c) process; (d) model; (e) handbook (or brochure); (f) instructional unit; or (g) course (Robinson & Woolf, 1991). For this study the product was in the form of a brochure.

Procedures

A general review of literature related to the research question was completed. This included a review of non-traditional and commuter student literature.

Following the review of literature, institutions of higher education were contacted by mail and through telephone in order to obtain samples of orientation material directed at the commuter student. Samples received were analyzed based upon the type of information included and the format in which the information was presented.

A document listing suggested components for possible inclusion in the orientation brochure was created based on the results of the analysis of the orientation samples. A generic letter was composed to provide background information and instructions for the internal validators as part of the internal validation process. The suggested components document and letter were sent to the internal validators. The internal validators were competent professionals who supervise areas at MVNC covered within the orientation brochure. The results of the review of the suggested components document were incorporated into an initial draft of the orientation brochure. This draft was sent to the internal validators for additional review and suggestions. The initial draft of the brochure was

revised based upon the comments of the internal validators.

The revised draft of the orientation brochure was sent, along with a generic letter (similar to the one created for the internal validators) of instruction, to the external validators. The external validators were professionals who were selected for professional competence and knowledge related to key elements of the orientation brochure. Suggestions made by the external validators were considered for inclusion in a second revised draft of the orientation brochure.

The final evaluator was selected based upon national recognition for expertise in the area of assisting students with making the transition into institutions of higher education. The second revised draft of the orientation brochure along with a letter of instruction was sent to the final evaluator for review. After suggestions were received from the final evaluator, a final draft of the orientation brochure was developed. The orientation brochure is ready for printing and mass distribution to all commuter students attending MVNC.

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Definition of Terms

For this study, students over the age of 25 are classified as non-traditional. The current definition applied to a non-traditional student is generally so vague that it is usually determined by the observer (Millard, 1991).

The definition of a commuter student includes ". . . all students who do not live in institution-owned housing" (Jacoby, 1989, p. 2). This population includes the following: (a) traditional and non-traditional college age students; (b) full-time and part-time students; and (c) married and single students.

At MVNC, almost all residential students are traditional college age students. Though many commuter students at MVNC are also of traditional college age, the problem of assisting all commuter students with making both the academic and nonacademic transitions into MVNC's campus life is similar for both traditional and non-traditional students. The term off-campus student is commonly used at MVNC when classifying the commuter (traditional and non-traditional) student.

Assumptions

It was assumed that judgments made by the internal and external validators as well as the final evaluator were both reliable and valid with regard to key points contained in the orientation brochure. This study also made the assumption that an orientation brochure could be developed (and later printed and distributed) which would help provide a solution for the problem of orienting commuter students enrolled at MVNC toward the required administrative processes and campus services.

Limitations

The validation process used by the internal and external validators as well as the final evaluator is subjective in nature. It would be difficult to replicate the same judgment from a group of similar professionals. This will result in an imperfect validation and evaluation of the orientation brochure.

Chapter 4

RESULTS

Many sources related to non-traditional and commuter students were reviewed. Primary sources used were textbooks and recommended reading books listed in the study guide for the Emergence of Higher Education in America seminar (Wattenbarger, Bryant, Kintzer, & Varcoe, 1993). Other appropriate sources included: (a) ERIC documents; (b) journals; and (c) professional publications (such as those produced by the National Clearinghouse for Commuter Programs).

Following the review of literature, 136 institutions were contacted by mail and through telephone requesting samples of orientation material aimed at the commuter student (see Appendix A). Printed samples were received from 37 institutions.

Of the 37 responses, 10 samples were selected as suitable for using as a model in the development of an orientation brochure for MVNC (Aurora University: Adult Students, 1992; Barat College: Adult Re-entry, 1992; Bowling Green State University: Where to Go for Help, 1992; College of Saint Francis: 1992-1993 Adult Student Handbook, 1992; College of Saint Mount Saint

Joseph: Liberal Studies Program, 1992; Iowa State University: Update, 1993; Kent State University: Office of Adult Student Services, 1992; Mount Union College: After Hours, 1993; Ohio State University: On the Move, 1992; Western Illinois University: Directory of Services for Adult Students, 1992). Required administrative processes, campus services, and various other issues relevant to commuter students were identified as pertinent for inclusion in MVNC's orientation brochure.

A Suggested Components Document for Developing an Orientation Brochure for the Commuter Student (see Appendix B) was created based upon the results of the analysis of orientation samples received and the review of the literature. A letter of instruction was created, explaining the expectation of internal validation (see Appendix C). The letter presented the purpose of creating an orientation brochure. Copies of the letter and document were sent to the internal validators (see Appendix D).

After the initial responses to the document were received, the Mount Vernon Nazarene College Orientation Brochure for the Commuter Student was created

incorporating suggested components from the original document (Appendix B) along with the internal validators' suggestions (see Appendix E). The brochure was sent to the original internal validators for additional review.

The external validation process was accomplished by sending a letter of instruction (similar to the one in Appendix C) explaining the external validation process along with a copy of the brochure. The external validators (see Appendix D) were selected based upon their knowledge and experience in the following areas: (a) adult education; (b) awareness of various commuter programs nationwide; and (c) student development. Suggestions from the external validators were considered for inclusion in the brochure (see Appendix E).

The revised brochure was reviewed by the final evaluator (see Appendix D) who is recognized nationally as an expert in the field of assisting students with making the transition into institutions of higher education. See Appendix F for the final draft of the brochure that incorporates the results of the final evaluation. The brochure is ready for printing and

mass distribution to all commuter (both traditional and non-traditional) students attending MVNC.

Chapter 5

DISCUSSION, CONCLUSIONS, IMPLICATIONS, AND RECOMMENDATIONS

Discussion

The research question for this study was: What appropriate elements should be included in a student orientation brochure for MVNC's commuter (traditional and non-traditional) students? The final product was an orientation brochure targeted at commuter students attending MVNC. The brochure is ready for printing and mass distribution.

Communicating information (about required administrative processes and available campus services) to commuter students requires special effort on the part of the institution (Copland, 1989; Jacoby 1989). Information pertinent to commuter students may already be available, but not in a manner that is easily accessible. MVNC is designed around the traditional (college age) residential student. Commuter students often are not aware of campus services available to them. The commuter student needs not only to be made aware of campus services but also alerted to the fact that all students are welcome to use these services.

The development of the orientation brochure had to deal with the following issues. First, it is designed to be easy to carry (3 in by 5 in format). Second, it lists all required administrative processes (such as registration and parking regulations). Third, it lists all available campus services. It also lists community information that many commuter students will find helpful: (a) child care; (b) employment; and (c) housing. The information is presented in a concise format. The orientation brochure briefly relays to the commuter student what is required and available and then gives instructions about how to find additional information. The brochure provides the commuter student with an overview of the MVNC environment.

To insure that the orientation brochure included the proper components necessary to orient the commuter student, internal and external experts were used to validate the design and content. The range of professional competencies allowed for validation from the following viewpoints: (a) enrollment services; (b) student development; (c) commuter students currently attending MVNC; (d) adult education; and (e) director and publications coordinator of the National

Clearinghouse for Commuter Programs. After the internal and external validations were completed, a final evaluator was used to review the brochure as an orientation tool. Suggested revisions from both the validators and evaluator were considered for inclusion and a final orientation brochure was developed (ready for printing and mass distribution) as a proposed solution to the research question.

Conclusions

As was expected, a brochure was developed that is available as an orientation tool to make commuter students aware of the total MVNC environment. All key administrative processes and available campus services are included in the brochure. The orientation brochure is a competent product for orienting commuter students, making use of the development methodology as a problem solving method.

Implications

The printing and mass distribution of the orientation brochure will allow MVNC to begin focusing on the special needs of the commuter student who comprises up to 30% of the student body. The adoption of the orientation brochure will be an indication that

MVNC is beginning to recognize the presence and importance of the commuter student.

If MVNC's enrollment reflects the current national trend, there will be an increasing percentage of commuter students (primary growth is in the non-traditional segment) enrolled at MVNC in the coming years. In order to maintain continuity of a positive campus life at MVNC, it is important to deal with the current problem of making commuter students feel a part of the campus community. As a result of this brochure, it is expected that commuter students will have a better understanding of the campus community. This should result in the commuter student experiencing less frustration and alienation. The student can then spend more time and energy focusing on: (a) academic course work; (b) cultural life; and (c) general MVNC community life. Even if the commuter student has a limited amount of time available for campus involvement, the brochure should help the student assimilate more readily into the campus community. The orientation brochure can contribute to the overall orientation process.

Recommendations for the Improvement of Practice

MVNC should print and distribute the orientation brochure developed as a result of this study (see Appendix F). Each commuter student should receive 2 copies of the orientation brochure: (a) one to carry and (b) one to keep in the car's glove compartment (Nonnamaker, 1993). To make people more aware of the commuter students' presence on campus, copies should be distributed to all administrators, faculty, and staff (Nonnamaker, 1993).

The enrollment services division is responsible for all orientation activities for MVNC. The director of retention (works in the enrollment services division) will be responsible for all future orientation activities. It is recommended that the director of retention be responsible for the updating, printing, and distribution of the brochure as an orientation activity for commuter students attending MVNC.

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Advancement of Education: Programs for Higher Education.

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APPENDIXES

APPENDIX A

Colleges and Universities Contacted

Colleges/Universities Contacted	Information Received by Telephone or Mail
Adrian College Adrian, MI 49221	
Albion College Albion, MI 49224	
Allen University Columbia, SC 29204	
Alma College Alma, MI 48801-1599	
Alverno College Milwaukee, WI 53215-4020	Mail
Ashland University 401 College Avenue Ashland, OH 44805	Phone
Auburn University Montgomery, AL 36117-3596	
Augusta College Augusta, GA 30910	
Augustana College Rock Island, IL 61201	
Augustana College Sioux Falls, SD 57197-9990	
Aurora University 347 South Gladstone Ave Aurora, IL 60506	Mail

Baker College of Flint
Flint, MI 48507

Baker College of Muskegon
Muskegon, MI 49442

Baker College of Owosso
Owosso, MI 48867

Baker University
Baldwin City, KS 66006-9989

Baldwin-Wallace College **Phone**
Berea, OH 44017

Barat College **Mail**
700 East Westleigh Road
Lake Forest, IL 60045

Bates College
Lewiston, ME 04240-9917

Baylor University
Waco, TX 76798-7056

Belhaven College
Jackson, MS 39202

Benedictine College
Atchison, KS 66002

Blackburn College **Mail**
Carlinville, IL 62626

Bowling Green State U **Mail**
Bowling Green, OH 43403

Bradley University **Mail**
Peoria, IL 61625

Brian Cliff College
Sioux City, IA 51104

Buena Vista College
Storm Lake, IA 50588

Calumet College of St. Joseph **Mail**
Whiting, IN 46394

Calvin College
Grand Rapids, MI 49546

Carroll College
100 North East Avenue
Waukesha, WI 53186

Carthage College
Kenosha, WI 53140

Case Western Reserve U **Phone**
Cleveland, OH 44106

Central Michigan University
Mount Pleasant, MI 48859

Central University of Iowa
Pella, IA 50219

Cleary College
Ypsilanti, MI 48197

Coe College
Cedar Rapids, IA 52402

College Mount St. Joseph **Mail/Phone**
5701 Delhi Road
Cincinnati, OH 45233-1672

College of St. Francis **Mail/Phone**
500 Wilcox Street
Joliet, IL 60435

College of Santa Fe **Mail**
Santa Fe, NM 87501-5634

Colorado College
Colorado Springs, CO 80903

Columbia College
600 S. Michigan Avenue
Chicago, IL 60605

Concordia College
Bronxville, NY 10708

Concordia College
Portland, OR 97211-6099

Cornell College
Mount Vernon, IA 52314

Creighton University
Omaha, NE 68178

Delaware State College
Dover, DE 19901

DePaul University **Mail**
25 East Jackson Blvd.
Chicago, IL 60604

Drake University **Mail**
Des Moines, IA 50311

Duke University
Durham, NC 27706

Eastern Illinois University
Charleston, IL 61920-3099

Eastern Michigan University
Ypsilanti, MI 48197

Eastern Montana College
Billings, MT 59101-0298

Edgewood College
Madison, WI 53711

Emporia State University **Mail**
Emporia, KS 66801-5087

BEST COPY AVAILABLE

Evergreen State College Olympia, WA 98505	
Ferris State University Big Rapids, MI 49307	**Mail**
University of Findlay 1000 North Main Street Findlay, OH 45850	**Mail**
Fort Hays State University Hays, KS 67601	
Friends University Wichita, KS 67213	
Grand Valley State U Allendale, MI 49401	**Mail**
Grand View College Des Moines, IA 50316-1599	**Mail**
Grinnell College Grinnell, IA 50112	
Hamline University St. Paul, MN 55104	
Hillsdale College Hillsdale, MI 49242	
Indiana U at South Bend South Bend, IN 46634	**Phone**
Indiana State U Terre Haute, IN 47809	**Phone/Mail**
Iowa State Ames, Ia 50011	**Phone/Mail**
Kalamazoo College Kalamazoo, MI 49007-3295	

Kansas Newman College Witchita, KS 67213	**Mail**
Kansas State U Manhattan, KS 66506	**Mail**
Keene State College Keene, NH 03431	**Mail**
Kent State U Kent, OH 44242-0001	**Phone/Mail**
Lake Superior St. U Sault Sainte Marie, MI 49783	
Lakeland College Sheboygan, WI 53082-0359	
Lamar University Beaumont, TX 77710	
Lewis Clark State College Lewiston, ID 83501-2698	
Lewis University Route 53 Romeoville, IL 60441	**Phone**
Lincoln University Jefferson City, MO 65102	
Lindenwood College St. Charles, MO 63301	**Mail**
Loras College 1450 Alta Vista Dubuque, IA 52004	**Mail**
Loyola University New Orleans, LA 70118	
McKendree College Lebanon, IL 62254	**Phone**

Marietta College
Office of Continuing Education
Marietta, OH 45750-4019

Marshall University
Huntington, WV 25755-2020

Maryville University/St.Louis
SsSt. Louis, MO 63141

Miami University **Phone**
Hamilton, OH 45011

MidAmerica Nazarene College **Mail**
Olathe, KS 66061

Missouri Southern St. College
Joplin, MO 64801

Mount Mercy College
Cedar Rapids, IA 52402

Mt. Union College **Phone/Mail**
Alliance, OH 44601

Mount Vernon College
Washington, DC 20007

North Central College
Naperville, IL 60566-7063

Northeastern Illinois U
Chicago, IL 60625

University of Northern Iowa
Cedar Falls, IA 50614

Northern Michigan U
Marquette, MI 49855

Oakland University
205 Wilson Hall
Rochester, MI 48309

Ohio Dominican College Columbus, OH 43219	**Phone**
Ohio State University Columbus, OH 43210	**Phone/Mail**
Oklahoma City University Oklahoma City, OK 73106	
Otterbein College Westerville, OH 43081	**Phone/Mail**
Pittsburg State University Pittsburg, KS 66762	**Mail**
Pomona College Claremont, CA 91711-6312	
Roanoke College Salem, VA 24153-3794	**Mail**
Rockford College 5050 East State Street Rockford, IL 61108-2393	
St. Ambrose University Davenport, IA 52803	**Mail**
St. Mary's College of Maryland St. Mary's City, MD 20686-9990	
St. Xavier University Chicago, IL 60655	**Phone**
Simmons College Boston, MA 02115-5898	**Mail**
Southern Illinois U/Carbondale Carbondale, IL 62901	**Phone**
Southwest State University Marshall, MN 56258	

Spalding University
Louisville, KY 40203

Tampa College
Tampa, FL 33614

Teikyo Marycrest University
Davenport, IA 52804-4096

Teikyo-Post College
Waterbury, CT 06723

Tample University
Philadelphia, PA 19122-1803

University of Akron
Akron, OH 44325-0001

University of Arkansas
Fayetteville, AR 72701

University of Dubuque
2000 University Avenue
Dubuque, IA 52001

University of Iowa
Iowa City, IA 52242

University of Kansas
Lawrence, KS 66045

University of Minnesota **Mail**
Duluth, MN 55812

University of Vermont
Burlington, VT 05401-3596

University of Wisconsin-Madison
Madison, WI 53706

University of Wisconsin-Milwaukee
Milwaukee, WI 53201

University of Wyoming Laramie, WY 82071-3435	
Upper Iowa University Fayette, IA 52142	
Urbana University Urbana, OH 43078-2091	**Phone**
Wartburg College Waverly, IA 50677	
Washburn University of Topeka Topeka, KS 66621	
Wayne State College Wayne, NE 68787	
Weber State College Ogden, UT 84408-1015	
Webster University St. Louis, MO 63119	
Western Illinois University Macomb, IL 61455	**Phone/Mail**
Wichita State University Wichita, KS 67208	**Mail**
Wright State University Dayton, OH 45435	**Phone/Mail**
Xavier University Cincinnati, OH 45207	**Phone**
Youngstown State Youngstown, OH 44555	

APPENDIX B

Suggested Components Document for Developing an Orientation Brochure for the Commuter Student

Ronald Bolender

Mount Vernon Nazarene College

October 12, 1993

Components Identified

A variety of literature for the commuter student was obtained from ten colleges (Aurora University: Adult Students, 1992; Barat College: Adult Re-entry, 1992; Bowling Green State University: Where to Go for Help, 1992; College of Saint Francis: 1992-1993 Adult Student Handbook, 1992; College of Saint Mount Saint Joseph: Liberal Studies Program, 1992; Iowa State University: Update, 1993; Kent State University: Office of Adult Student Services, 1992; Mount Union College: After Hours, 1993; Ohio State University: On the Move, 1992; Western Illinois University: Directory of Services for Adult Students, 1992). Key components were identified that might be useful for including in an MVNC brochure for the commuter (traditional and non-traditional) student. These key components will be presented in the form of questions that commuter student might ask. The term off-campus will be used to identify the older non-traditional student as well as the traditional age student who does not live on MVNC's campus.

Academic Advising

1) How do I contact my advisor?
2) Where do I go to voice a complaint regarding the service I am receiving from my advisor?
3) What are the duties of an advisor?
4) When are the critical times for me to see my advisor?

Athletic Events

1) As an off-campus student, what is the cost of attending intercollegiate events on campus?
2) Are there any special price breaks for my family (spouse and offspring) to attend these events?

Bill Payment

1) What office handles the billing and payment procedures? What are its office hours? Where is it located?
2) What types of financial arrangements can be made for paying tuition?
3) Is there a finance charge if tuition is not paid at the beginning of the semester?

Bookstore (On-Campus)

1) What days and times is the bookstore opened?
2) Are personnel available to aid in the selection of textbooks?
3) Will they accept a returned textbook?
4) When do they buy back used textbooks?
5) What types of payment plans are available?

Cafeteria

1) Can off-campus students eat in the cafeteria?
2) What hours is it open?
3) Can off-campus students be on the meal plan?
4) What are the meal prices if one is not on the meal plan?

Car Problems

1) Who can help me if I experience car problems while on campus?
2) Is there a place to borrow a set of jumper cables if I need to jump start my car?
3) What procedures should I follow if my car was damaged while parked?

Chapel

1) Is chapel attendance required for off-campus students?
2) What if there is a conflict with my work schedule and chapel?
3) Is chapel required if I have small children?
4) What will happen if I do not go to chapel?

Child Care

1) What type of short-term child care is available on or near the campus?
2) Is there a list maintained of sitters willing to provide child care in the home?
3) Is there any special assistant funds available from the county to help cover child care costs?
4) How can I be contacted on campus if my child is sick at school?

Complaints

1) How do I find out where to direct my complaints?
2) What procedures do I follow if my complaint was not satisfactorily corrected?
3) Will I be viewed as a troublemaker if I make a legitimate complaint?

Computers

1) Are the computer labs open to off-campus students?

2) What days and hours are the computer labs opened?
3) If I am not currently enrolled in a computer course, is there a fee for use of the computer labs?
4) If I need technical hardware and software assistance, whom do I contact?

Counseling Services (Personal and Career)

1) Where is the career and personal counseling center located and what are its office hours?
2) What are the types of services available?
3) Is there any charge for these services?

Course Changes (Add/Drop)

1) If I want to add or drop a course after the semester has started, how and where do I begin the process?
2) How will changing courses affect my tuition and financial aid?
3) Is there a fee for making changes?
4) What is the deadline for making changes?

Cultural Events

1) What are the cultural events on campus?
2) Is there a charge to attend these events?
3) If it is free to the off-campus student, is there any charge for spouse and off-spring?

Employment

1) Is there a listing of off-campus job opportunities? If so, where is this list located?
2) Is there a listing of on campus job opportunities for off-campus students?

Financial Aid

1) What are the office hours of Financial Aid and where is it located?

2) When are the crucial deadlines that I need to be aware of for requesting and processing aid packages and loans?
3) Can my financial aid be affected by changing courses during the semester or withdrawing from school?

First Aid

1) Where is the first aid center located on campus?
2) What medical services are available to me as an off-campus student?

Housing (Off-Campus)

1) Is there a list of recommended off-campus housing?
2) Is rent-subsidized housing available for students? If so, how do I qualify?

Intramurals

1) What are intramurals?
2) How do off-campus students become involved and sign-up for various events?

Library

1) Where is the library located?
2) What are the days and hours that the library is open?
3) Do I need a special library card to check out books?
4) What is the period of time for which books are checked out?
5) What if the library does not have the book I need?
6) What type of copy/media services does the library offer?
7) What are the fines if a book is returned after the due date?

Lockers

1) Do off-campus students have access to locker facilities?
2) Is there a charge for the use of a locker?
3) Where are they located?
4) How are my belongings secured in the locker?

Lost and Found

1) Where do I go to see if something I have lost has been found?
2) How long are items kept in lost and found before they are donated to a charitable organization?
3) What are the office hours of the lost and found department?

Mail

1) Can I have my own campus post office box?
2) Is a campus post office box necessary to received the memos and announcements that on-campus students receive?
3) What is the cost for this service?

Parking

1) Are there restricted areas for off-campus students to park? If so, where are they?
2) Do I need a campus parking sticker for my car? Even if I only take one class per semester at night?
3) What procedures should I follow regarding my parking sticker if I have bought a new car or have to drive another car because my primary car in being repaired?

Registrar's Office

1) Where is the Registrar's Office located?
2) What are the office hours?
3) What are the services that the Registrar's Office provides?

4) What is the difference between pre-registration and registration?

Security

1) Where is the security office located?
2) What is the phone number for security?
3) When should I call security rather than the local police and fire departments?

Snack Bar

1) Where is the snack bar located?
2) What are its hours of operation?
3) Is this a good place to meet other off-campus students?
4) Am I allowed to bring my own food and eat it in the snack bar area?

Snow Days

1) How do I find out if the college is going to be closed due to bad weather?
2) If the college has not canceled classes, what is the policy for off-campus students if they cannot get to class due to bad weather in their locale?

Student Council

1) When and where does student council conduct its regular meetings?
2) How are off-campus students represented on student council?
3) How are suggestions and complaints handled by student council?

Student Organizations

1) What are the student organizations and clubs at MVNC?
2) When and how do off-campus students join?

Study Areas

1) Where are the study areas located for off-campus students?
2) Which study areas are designated for group study activities where talking is permitted?

Tutoring Services

1) What type of tutoring services are available on campus?
2) Is there any charge for these services?

Withdrawing

1) How and where do I begin the process to withdraw from school?
2) How does this affect my bill and financial aid?
3) Will I be allowed to come back the next semester?
4) How will this withdrawal look on my official records?
5) When is the deadline to withdraw without failure?

References

Aurora University: Adult Students. (1992). Aurora, IL: Aurora University.

Barat College: Adult Re-entry. (1992). Lake Forest, IL: Barat College.

Bowling Green State University: Where to Go for Help. (1992). Bowling Green, OH: Bowling Green State University.

College of Saint Francis: 1992-1993 Adult Student Handbook. (1992). Joliet, IL: College of Saint Francis.

College of Mount Saint Joseph: Liberal Studies Program. (1992). Cincinnati, OH: College of Mount Saint Joseph.

Iowa State University: Update. (1993). Ames, IA: Iowa State University.

Kent State University: Office of Adult Student Services. (1992). Kent, OH: Kent State University.

Mount Union College: After Hours. (1993). Alliance, OH: Mount Union College.

Ohio State University: On the Move. (1992). Columbus, OH: Ohio State University.

Western Illinois University: Directory of Services for Adult Students. (1992). Macomb, IL: Western Illinois University.

APPENDIX C

Suggested Components Document Letter

Ronald Bolender
Director of Retention and Academic Support Services

October 12, 1993

Michael Clyburn, Ed.D.
Dean of Student Development

Dear Dr. Clyburn:

I am working on a practicum project for Nova University dealing with off-campus traditional and non-traditional age students. The focus of this project is to create an orientation brochure (that is easy to carry) directed at helping commuter (traditional and non-traditional) students to become aware of the total MVNC environment.

I have enclosed a Suggested Components Document for developing an orientation brochure for the commuter student. This document was developed after reviewing orientation/directory documents from ten other universities/colleges. The question and answer approach was the most appealing. None of the documents were a perfect model for MVNC.

After you have reviewed the Suggested Components Document, please respond to the following questions (feel free to write your responses on the document):

(a) Is there a need for an easy to carry orientation brochure for commuter students at MVNC? Why or why not?

(b) What suggestions would you make in regards to the various components of the Suggest Components Document (such as "cafeteria," "mail," "snow days," "study areas," and "withdrawing")? Do you have any suggestions for what components ought to be included and/or questions that need to be asked?

(c) Do you have any general suggestions regarding the development of this brochure?

I would appreciate the return of the Suggested Components Document and comments by October 20, 1993. You will receive a draft of the brochure by October 28, 1993. If you have any question please call me at 4532.

Sincerely,

Ronald Bolender

APPENDIX D

Internal and External Validators and Final Evaluator

Internal Validators

Marilyn Cleland
Student Government Off-Campus Representative
Mount Vernon Nazarene College
Mount Vernon, Ohio 43050

Michael Clyburn, Ed. D.
Dean of Student Development and Instructor of
Leadership and Self-Management courses
Mount Vernon Nazarene College
Mount Vernon, Ohio 43050

Ron Hyson, M. A.
Dean of Enrollment Services Division
Mount Vernon Nazarene College
Mount Vernon, Ohio 43050

External Validators

Carolyn Learned, M. A.
Director of the Adult Weekend Program
(previous positions include Director of Admissions and
Director of Career Planning)
The Defiance College
Defiance, Ohio 43512

Barbara Jacoby
Director
National Clearinghouse for Commuter Programs (NCCP)
College Park, Maryland 20742

Adrienne Hamcke
Publications Coordinator
National Clearinghouse for Commuter Programs (NCCP)
College Park, Maryland 20742

Selden D. Kelley, III, M.A.
Dean of Student Development
Olivet Nazarene University
Kankakee, Illinois 60901-0592

Final Evaluator

John N. Gardner, Ed. D.
Director of The Freshman Year Experience
The University of South Carolina
Columbia, South Carolina 29208

APPENDIX E

Suggested Orientation Brochure Revisions

Internal Validators

"There is a need for this type of material to be distributed to off-campus students. An easy to carry brochure will be a useful tool."

"Don't put too many details in this brochure (for such areas as financial aid). Give references to the college catalogue."

"How do I change advisors?"

"Where are athletic events primarily conducted?"

"What intercollegiate sports are sponsored by MVNC?"

"Where do I get tickets?"

"How do I participate in sports as well as boosters?"

"Are there snack or grill facilities?"

"Who do I call if I am locked out of my car?"

"Are children allowed in the classrooms?"

"How do I develop and present a complaint?"

"Are there special computer equipment and software discounts available at the bookstore?"

"Is there career placement and job assistance available for the off-campus student?"

"What about the confidentiality issue in the counseling center?"

"How do you find out about future cultural events?"

"Where are most of the cultural events held?"

"Where are first aid supplies kept around campus?"

"Is the college responsible for damage or theft of my personal belongings?"

"Where is the campus post office located?"

"How do I obtain a transcript?"

"There needs to be a section for dress standards."

"What are the expected behavioral standards?"

"How do I report harassment?"

"Add details about school closings."

"Where are the coffee and snack machine locations on campus?"

External Validators

"I could not find a thing that was left out. I teach Freshmen Seminar for re-entry (adult) students and I think you covered everything my students ask."

"The only suggestion that I would have is to have a good table of contents so the students can find information easily."

"I especially like the thoughtfulness demonstrated by descriptions of things like child care, snow days, vending, study areas, etc."

". . . include a table of contents or index . . ."

"Throughout the document you refer to off-campus students, and yet most of the material seems applicable to all students at the college. If your goal is to provide off-campus students with orientation information that is specific to them then you need to perhaps highlight the particular commuter issues.

Again, an orientation brochure accompanied by a student handbook would be a good approach."

"I agree that the question-answer format is the best approach, however, most of your questions are phrased in the passive voice. I would recommend changing the questions to a more reader-friendly approach (e.g., 'How can I . . .' and 'Where do I . . .'). This will help students read the material and feel that it is more applicable and important."

Final Evaluator

"To answer your questions, yes, I believe there is a need for what you described as 'an easy to carry, orientation brochure for off campus students at my institution.' This is mainly because off campus students have greater difficulty obtaining and accessing information about the institution. I would quibble with you, however, in that what you have provided is not exactly what I would call a 'brochure.' Brochure to me connotes something very superficial and succinct. Your project is much more ambitious than that. I think that at the very least, we would have to entitle your project something on the order of a booklet and simply call it a 'publication.' But it is more than a brochure."

"I have no suggestions to make as to the components of your proposed publication. What you've done seems to me to be very thorough. I really don't know enough about your institution to know what you might be omitting but I believe what you've presented looks very thorough. Other than the above, I would have no further suggestions regarding the development of your publication. You seem to know exactly what you are doing and I believe that your students would find the publication as is, extremely useful. So I hope you proceed with it and are able to actually produce it for your students. It's a very nice piece. It's thorough yet succinct in it's very byte--like presentation of information segments. It's easily readable. Good work."

APPENDIX F

Mount Vernon Nazarene College Orientation Brochure for the Commuter Student

This is to be printed on a 3 in by 5 in format (double sided).

The final product should be about the size of a small stack of 3 in by 5 in index cards.

MOUNT VERNON NAZARENE COLLEGE ORIENTATION BROCHURE FOR THE COMMUTER STUDENT

Topics Listed in this Brochure

Academic Advising
Athletic Events
Behavioral Standards
Bill Payment
Bookstore (On-Campus)
Cafeteria
Car Problems
Chapel
Child Care
Complaints about MVNC
Computers
Counseling Services (Personal and Career)
Course Changes (Drop/Add)
Cultural Events
Directory
Dress Standards
Employment
Financial Aid (Now called the Office of Student Financial Planning)
First Aid
Gym
Harassment
Housing (Off-Campus)
ID Card
Information Line
Intramurals
Library

Lockers
Lost and Found
Mail
Parking
Registrar's Office (Now called the Office of Records and Registration)
Security
Snack Bar
Snow Days
Student Council (Now called: Student Government Association)
Student Organizations
Study Areas
Tutoring Services
Vending Machines
Withdrawing

Academic Advising

How do I find who has been assigned as my academic advisor?

There are two ways:
Call the Associate Dean of Instruction (ext. 4210)
or
Call the Records and Registration Office (ext. 4530)

How do I contact my academic advisor?

Look up the advisor's name in the **Directory** (listed in this brochure) and call for an appointment.

Where do I go to voice a complaint regarding the service I receive from my academic advisor?

Call the Associate Dean of Instruction (ext. 4210)

What are the duties of an academic advisor?

Advise on the proper sequence of courses that will lead to a timely graduation date based upon ability of given student.

When are the critical times for me to see my academic advisor?

November--to work on course schedule for January term and Spring semester
April--to work on course schedule for next academic year

How do I change my advisor assignment?
Call the Associate Dean of Instruction (ext. 4210)

Athletic Events

As an off-campus student, what is the cost of attending intercollegiate events on campus?

All regular intercollegiate events are free (student ID Card required) except for: (a) Homecoming games; (b) special tournaments; and (c) playoff games.

Are there any special price breaks for my family (spouse and offspring) to attend these events?

Non-students are charged for all men's basketball games and all special events listed above. There are no price breaks for family members of students.

Where are athletic events primarily conducted?

Most home athletic events are held: (a) gymnasium; (b) Donoho Recreation Center; (c) baseball field; (d) soccer field; and (e) McCougar field.

Where can I obtain tickets?

Tickets are generally not sold in advance. A ticket booth is generally located near the entrance for intercollegiate events.

What intercollegiate sports are sponsored by MVNC?

Basketball (men and women)
Baseball (men)

Volleyball (women)
Soccer (men)
Softball (women)
Golf (men)

How do I get involved with boosters?

The Athletic Director sponsors the Cougar Sports Associates (ext. 3101). This organization is involved with: (a) promoting; (b) funding; and (c) developing the athletic department at MVNC.

Behavioral Standards

What are the behavioral standards for MVNC students?

The following are <u>not</u> in accord withthe lifestyle MVNC promotes:

- Use, purchase, or possession of drugs
- Use, purchase, or possession of intoxicating beverages
- Use, purchase, or possession of tobacco
- Sexual improprieties
- Initiation of obscene or prank phone calls
- Stealing
- Vandalism
- Viewing pornographic videos or movies
- Gambling in any form
- Intimidation, (abusive behavior which injures, degrades, disgraces, or threatens to do the same to any individual and/or their property), hazing, or harassment
- Dishonesty with respect to course work, including such things as attendance fraud, cheating on examinations and class reports, and plagiarism
- Sexual harassment (unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that has the purpose or

effect of creating an intimidating, hostile, or offensive environment)

For more detailed information, student should consult the MVNC Lifestyle Guidelines document.

Bill Payment

What office handles billing and payment procedures? What are its office hours? Where is it located?

Student Accounts (also known as the Bursar's Office) is located on the first floor of Founders Hall (ext. 4440). Hours are Monday through Friday 8:30 am through 4:30 pm.

What types of financial arrangements can be made for paying tuition?

-Payment in full for the semester
-50% down at Registration, 25% within 30 days, and balance within 60 days
-monthly installment through Academic Management Services (AMS)

Is there a finance charge if tuition is not paid at the beginning of the semester?

There is a $35 deferred payment charge each term when payment has not been made in full at Registration.

A 1% monthly service fee is charged on any unpaid balance due the College if one of three acceptable methods of payment (listed above) is not being followed.

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Bookstore (On-Campus)

What days and times is the bookstore open?
Monday - Friday 9:00 am through 5:30 pm (during the regular school year)
Monday - Friday 9:00 am through 4:30 pm (during the summer)

What methods payment are available?
Cash, personal checks, and Visa card.

Are staff members available to aid in the selection of textbooks?
Yes, at appropriate times. Call ahead to see if special assistance is available (ext. 4457)

When is the last day to purchase a textbook?
The last day to purchase textbooks (for each term) is three weeks after the start of class.

Can a textbook be returned?
Yes. All returns must be accompanied by a sales receipt. Textbooks must be returned by Friday of the first full week of school during Fall and Spring semesters, and by Friday of the first week of school during the summer term. Books purchased after these dates have a 24 hour return period and must be accompanied by a drop/add slip. All textbooks must be returned in the same condition as sold, i.e. if sold in a plastic wrapper, must be returned in a plastic wrapper.

Does the bookstore buy back used textbooks?

The bookstore conducts 2 used books buy backs per year which take place the last 3 days of the Fall and Spring semesters. Books being used on campus next semester are re-purchased at 50% of the current retail price. Other books may also be eligible for re-purchase based upon the demand and price quotes of used book companies. The condition of a book can also have a bearing on price. Old editions or out of print titles have no resale value.

Cafeteria

Can off-campus students eat in the cafeteria?
Yes.

How do I find out about the daily menu?
Call ext. 1602.

What hours is it open during the regular school year (Fall, January, and Spring)?
Sunday through Saturday (except during Thanksgiving, Christmas, and Spring breaks)

Hot Breakfast	7:15-8:00 am
Cold Breakfast	8:00-9:15 am
Waffle Bar	8:00-9:15 am (T and Th)
Lunch	11:30 am - 1:45 pm
Dinner	5:00-6:30 pm (6:15 Wed)

Can off-campus students be on the meal plan?
Yes. $805 Fall and January $645 Spring

What are the meal prices if I am not on the meal plan?

Hot Breakfast	$2.25
Cold Breakfast	$1.50
Waffle Bar	$2.25
Lunch	$3.00 ($3.75 Sunday)
Dinner	$3.75 ($4.50 on Saturday and for special meals)

Car Problems

Who can help me if I experience car problems while on campus?

Security (ext. 4460)

Is there a place to borrow jumper cables if I need to jump start my car?

Security keeps jumper cables in their vehicles. They will jump start your car. They reserve the right to refuse to jump start a car if it has an unusual electrical system setup they are not familiar with.

Whom do I contact if I lock my keys in my car?

Call Howard Street Garage for service (393-3986 or 397-1711). There will be a fee for their service.

What procedure should I follow if my car is damaged while parked?

Contact Security and inform them of your campus location. They will file a campus report and contact the local police department so that an official report is filed as well.

Chapel

Is chapel attendance required for off-campus students?

Yes

When does chapel meet?

Fall and Spring semesters:
10:15 am through 11:10 am M-W-F
January term:
10:15 am through 11:10 am -T-H-

What if I have to be absent for a chapel--who do I contact?

Call the Office of Student Development (ext. 4600)
This is a separate procedure from obtaining an excused absence for the Associate Dean of Instruction for missing classes.

What will happen if I do not go to chapel?

After 8 absences, fines will be levied.
After 15 absences, expulsion procedures begin.

What is the purpose of chapel?

It allows for community building through the celebration of spiritual, moral, ethical, and cultural aspects of the MVNC experience.

Are all faiths welcome?

Yes!

Child Care

What type of short-term child care facilities are available on or near the campus?

Hiawatha Child Care Learning Center.
71 Sychar Road, Mt. Vernon. 393-7976
Infant through 6 years
Latch-Key program provides care for school age children before and after school including breakfast and after school snack
Evening child care from 6:00 pm through midnight. Evening meal served.
Must Apply.

Knox County Career Center.
306 Martinsburg Road, Mt. Vernon. 397-5276
Day and evening child care.
Sliding scale fee.

Knox County 4-H School Age Program
West Side Elementary School
900 West Vine Street, Mt. Vernon. 397-0401 or 393-2222
For grades K - 5th
Before school child care 6:30 am - 8:45 am
After school program 3:30 pm - 6:00 pm
Sliding scale fee.

Wee Care Day Care Center.
10 Pine Street, Mt. Vernon. 397-4769
Age 18 to 30 months Capacity of 5
Age 2 1/2 to 13 years Capacity of 100

Reasonable rates.

Is a list maintained of sitters willing to provide child care in the home?

Yes. The Student Employment Coordinator/Counselor maintains a list of students available for child care. This office is located in the Office of Student Financial Planning (first floor Founders Hall) (ext. 4522).

Are any special assistance funds available from the county to help cover child care costs?

Possibly. Contact Knox County Public Funded Day Care Coordinator at 397-7177 (ext. 275) for more information. Sliding scale fee.

How can I be contacted on campus if my child is sick at home or at school?

The emergency number to give out to individuals responsible for your child while you are at MVNC is: **397-6862 ext. 4460**. This is the number for Security. Once contacted, Security will call the Office of Records and Registration to determine your location based upon your personal class schedule. A Security Officer will then deliver the message to you at your classroom. Please realize it may be difficult to track you down during time periods when you are not in class.

Are children allowed in the classroom?

No. Children can be a distraction (even if well-behaved) to other students.

Complaints about MVNC

How do I find out where to direct a complaint?
If you do not know who to contact regarding a specific complaint, call the Director of Retention and Academic Support Services (ext. 4530) for help.

How do I develop and present a complaint?
Contact the Director of Retention and Academic Support Services (ext. 4530) for help.

What procedure do I follow if my complaint is not satisfactorily corrected?
Contact the President's office (ext. 4100)

Will I be viewed as a troublemaker if I politely voice a legitimate complaint?
No! The President wants students to feel free to discuss any problems and/or make suggestions for helping MVNC improve its service to students.

Computers

Are the computer labs open to off-campus students?

Yes.

There are two computer labs located in the Free Enterprise Business Center and one lab located in the first floor of Regents Hall.

If you have trouble locating the labs or are unsure of what to do, contact the Director of Academic Computing (ext. 4220) for more information.

What days and hours are the computer labs open?

Current lab hours are posted on the door of each computer lab. The hours change per semester and terms due to changes in class schedules and special events. Call the computer hour voice message line (ext. 1611) for more information.

If I am not currently enrolled in a computer course, is there a fee for use of the computer labs?

No.

If I need technical hardware and software assistance, whom do I contact?

There is a lab assistant in charge of the computer labs. They should be able to give basic assistance.

Is there off-campus access to computers via modems?

Yes. The academic computers have off-campus access. For more information, call the Director of Academic Computing (ext. 4220).

Are there any special student discounts available for purchasing hardware and software?

Contact the campus bookstore for more information (ext. 4455).

Certain software packages are offered at special educational discounts (this varies during the year depending on vendor promotions).

For hardware, call the bookstore to see if any educational discounts are currently being offered from vendors.

Counseling Services (Personal and Career)

Where is the career and personal counseling center located and what are its office hours?

The Counseling/Career Center is located in the west end of the Education Building that is just south of the Campus Center (still lost--call ext. 4610 for more information). Office hours are:

Monday 8:00 am - 7:00 pm
Tuesday through Friday 8:00 am - 4:30 pm

What types of counseling services are available?

Both personal and group counseling which covers a broad range of needs is available to all students. Support groups are offered as assistance for the following: (a) addiction; (b) abuse survivors; and (c) eating disorders. Other groups will be formed in the future as need and interest dictates.

Are these sessions confidential?

Personal counseling sessions are conducted according to legal guidelines for assuming confidentiality? If you have any questions, feel free to ask about the guidelines prior to attending any personal counseling session (ext. 4610).

What type of career services are available?

Career services include:
- Career advising
- System for Interactive Guidance and Information (SIGI)
- Career Library
- Graduate and professional school information
- Registration materials for national tests--GRE, GMAT, NTE, MCAT, LSAT, PPST
- Preparation guides for national entrance exams
- Career programs and job search information
- Professional credentials
- Job vacancies
- Career development publications

Is there any charge for these services?

No.

Course Changes (Drop/Add)

If I want to add or drop a course after the semester has started, how is this accomplished?

Pick up a Drop/Add slip from the Office of Records and Registration (located on the first floor of Founders Hall).

How will changing courses affect my tuition and financial aid?

If course change(s) drop the total number of semester hours below 12 (for the Fall and Spring semesters), it is advisable to consult the Office of Student Financial Planning (located on the first floor of Founders Hall).

Is there a fee for making changes?

There is no fee for changes completed during the first three class days of the semester. Beginning with the 4th class day, there will be a $5.00 fee charged for each Drop/Add slip processed. This will be added to your bill.

What are the deadlines for making changes?

Last day to add a course: 12th day of the semester (due to the instructional nature of some courses, there may be an earlier deadline).

Last day to drop a course without failing (during the semesters): One week after mid-term break.

Cultural Events

What are some of the cultural events held on campus?

Lecture Artist Series
Art exhibitions in the Art Gallery
Drama productions in Thorne Performance Hall
Hicks Holiness Lecture
Concerts
Music Recitals
Staley Lecture Series

How do I find out when and where these events are taking place?

Pick up a copy of MVNC Happenings. It is published on Wednesday and Friday. You can pick up a copy in the foyer of the R. R. Hodges Chapel/Auditorium building at the end of Wednesday and Friday chapel services. If you cannot locate a copy, please call the Office of Student Development (ext. 4600). For concert information, call WNZR concert hotline voice message (ext. 1605).

Is there a charge to attend these events?

Many events are free. If there is a charge, students usually receive a reduced rate.

If an event is free to the off-campus student, is there a charge for spouse and off-spring to attend?

Many events are free for the student's spouse and off-spring. If there is a charge for an event, spouse and off-spring will usually be charged full price.

Directory

Key Personnel Telephone Extension Numbers

To dial on campus--dial four digit extension number

To dial from off campus to on campus--dial 397-6862--wait for message--dial four digit extension number

3401	Anderson, Cliff
4200	Anderson, Jack
3550	Barber, Mitch
3505	Behr, Dan
3501	Bennett, Fordyce
3226	Bennett, Margie
3225	Beutel, Tom
4532	Bolender, Ron
3305	Bolender, Tamara
4520	Bowman, Joanne
3308	Bryan, Colleen
3306	Bryan, Glenn
3201	Burkholder, Gary
3002	Cameron, Virginia
3711	Chesnut, Glen
3504	Chesnut, Judy
4600	Clyburn, Michael
3702	Cronk, Randy
3601	Cubie, David

3704	Daniels, Robert
3223	Doenges, Karen
3040	Donnelly, John
3004	Eaton, Dave
4100	Fairbanks, LeBron
3100	Flemming, Scott
3722	Fox, Candy
3104	Furey, Paul
3721	Gallup, Shari
3502	Gardner, Kevin
3407	Greer, Marilyn
3301	Gruver, Daryl
3404	Hedrick, Spence
3041	Hendrickx, Jim
3430	Hoffert, Marv
3103	Howald, Jeana
3204	Ingersol, Chris
3212	Jones, Richard
3506	Kim, Kyong
3211	Lechner, Joseph
3003	Liles, David
3309	Madtes, Judy
3202	Madtes, Paul
3710	Mayle, Paul
3602	McCall, Charles
3406	Oxenford, Sharon
3222	Parks, Denise
3203	Priddy, Bob
3701	Reno, Wayne
3610	Ryding, Rick

3605	Sanders, Terrell
4220	Schrock, Alan
3703	Schwartz, Karen
3503	Self, Beverly
3001	Self, Steve
3408	Shiverdecker, Bevin
3405	Shiverdecker, Donna
3107	Shooter, Chris
4536	Sivewright, Carol
4131	Sivewright, Gary
4536	Skon, Jane
3224	Skon, Jim
3213	Smith, John
3403	Smith, Sonja
3303	Snyder, Debra
3304	Spinnie, Kristi
3606	Stevens, Lincoln
3106	Swanson, Paul
4211	Timpe, Randie
3005	Tocheff, Bob
3603	Varughese, Alexander
3102	Veale, Keith
3221	Whitaker, Paul
3006	Wood, Stan
3302	Yerxa, Wayne
3604	Youngman, William
3507	Ziegler, Marv
3307	Ziegler, Rosemary

Dress Standards

What are the dress standards for MVNC?

The basic principles to which all should adhere are neatness, cleanliness, and modesty. Clothes to be avoided are those which contribute to a sloppy, unkempt appearance and those styles that are immodest. Listed below are some of the guidelines.

Not allowed under any circumstance:

- Form-fitting outfits (such as bike shorts or pants and leotard-type leggings or leotard-type exercise outfits)
- Midriff outfits, halter-top outfits, nor sundresses
- Shorts, skirts, dresses, or culottes more than two inches above the kneecap when standing

Shorts (if modest) are allowed for gym class and athletic activities. After 6:30 pm and all day Saturday, shorts are permitted for the Cougar Den and Campus Center Lobby (but not in the classroom, cafeteria, chapel, nor library).

See MVNC Student Handbook for more details. Call the Office of Student Development if you do not have a copy (ext. 4600).

Employment

Is there a listing of off-campus job opportunities? Is there a listing of on campus job opportunities for off-campus students? If so, where are these lists located?

The Student Employment Coordinator/Counselor maintains a list of both on and off-campus job opportunities. This office is located in the Office of Student Financial Planning located on the first floor of Founders Hall (ext. 4522). This is the place to apply for on campus job opportunities.

Financial Aid (Now called the Office of Student Financial Planning)

What are the office hours of Student Financial Planning and where is it located?

Located on the first floor of Founders Hall (ext. 4520).

Office hours: 8:00 am - 4:30 pm Monday through Friday

When are the crucial deadlines that I need to be aware of for requesting and processing aid packages and loans?

Financial Aid packets become available near the end of January. Awards are made on first come first serve basis, so early filing is recommended. Students must file for each year.

Can my financial aid be affected by changing courses during the semester or withdrawing from school?

Yes. Anytime the total number of enrolled hours drops below 12 during a semester, financial aid can be adversely affected. Also consult with the Office of Student Financial Planning prior to making this type of course(s) change(s).

First Aid

Where is the Student Health Services center located on campus?

Lobby of Galloway Hall (ext. 4632).

What medical services are available to me as an off-campus student?

Services to off-campus students not on MVNC's health plan will be limited to emergency first aid care only.

Where are first aid supplies located on campus?

Check with the secretary of the suite of offices (academic or administrative) nearest you. There are first aid kits located throughout the campus.

Gym

Are the gym facilities available for use by off-campus students?

Yes. For more information call ext. 3100.

What type of facilities are available?

Two gyms and a fitness center.

Is there a charge for their use?

No.

Harassment

Who do I contact if I am being harassed (sexually, physically, or emotionally)?

If you are in immediate physical danger, call Security (ext. 4460).
If you are not in immediate physical danger, call either the Director of Retention and Academic Support Services (ext. 4530) or the Dean of Student Development (ext. 4600).

Housing (Off-Campus)

Is there a list of recommended off-campus housing?

This information is available through the Student Employment Coordinator/Counselor (ext. 4522). This office is located in the Office of Student Financial Planning on the first floor of Regents Hall.

Is rent-subsidized housing available for students? If so, how do I qualify?

Possibly. Contact Knox Metropolitan Housing Authority 117 East High Street, Mt. Vernon. 397-8787.

If I am currently living off-campus with my parents, when would I be allowed to move to another off-campus location?

You would be allowed to live at another location for one of the following reasons:

College Senior standing
Over 21 years of age
Housing is required for employment
Legal guardian for your offspring
Married

ID Card

What if I lose my student ID card--how do I replace it?

Go to the Office of Records and Registration (located on the first floor of Founders Hall) to have a new ID card made.

Is there a replacement fee?

There is a $5.00 replacement fee.

Information Line

Campus Information Lines

To dial on campus--dial four digit extension number

To dial from off-campus to on campus--dial 397-6862--wait for message--dial four digit extension number

1603	Chapel Schedule
1611	Computer Hours
1610	Cougar Den
1601	Cougar Hotline
4636	Info Line
1602	Cafeteria Menu Line
1600	School Closing
1605	WNZR Concert Hotline
1612	Weather

Intramurals

What are intramurals?

Intramurals are extracurricular activities designed to allow participation by students who are not part of the intercollegiate sports program.

Who is in charge of MVNC's intramurals?

The Assistant to the Dean for Intramural Life (ext. 4605). An Intramural Information Line (ext. 4615) is available to answer questions regarding intramurals.

How do off-campus students become involved and sign-up for various events?

Intramurals will be announced in the weekly MVNC Happenings. Call ext. 4605 if you cannot find the place to sign up for events. There is always a need for support staff as well as participants. Individuals are needed for: (a) score keeping; (b) refereeing; and (c) umpiring.

What are the intramural events?

Fall	Sand Volleyball
	Softball
	Basketball
	Coed Volleyball
Spring	Softball
	Floor Hockey
	Card Leagues

Library

Where is the library located?

On the top two floors of the Campus Center (ext. 4240).

What are the days and hours that the library is open?

Closed during Chapel and Boost.

Monday - Thursday	8:00 am - 11:00 pm
Friday	8:00 am - 10:00 pm
Saturday	8:30 am - 5:00 pm
Sunday	8:30 pm - 11:00 pm

Do I need a special library card to check out books?

Your valid student ID card is also your library card.

What is the period of time for which books are checked out?

Approximately three weeks.

What if the library does not have the book I need?

Books can be obtained through InterLibrary Loan. Inquire at the circulation desk about this special service. Most books can be obtained within a few days through this service.

What type of copy/media services does the library offer?

Copy machines and microfilm readers. Check with the IRC (Instructional Resource Center--

located inside the library) for a listing of other services and equipment (such as laminating, transparencies, VCRs, etc.).

What are the fines if a book is returned after the due date?

10 cents a day per book.

Lockers

Do off-campus students have access to locker facilities?

Yes.

Is there a charge for the use of a locker?

No.

Where are they located?

In the hallway on the first floor of Faculty Hall.

How do I obtain a locker and how are my belongings secured in the locker?

The lockers are self-assigned on a first come first serve basis. Simply bring a combination lock from home and claim a vacant locker for your use. Call ext. 4600 (Office of Student Development) if you have any questions.

Is the college responsible for the damage or theft of my personal belongings stored in the locker?

No. Check with your homeowners insurance policy to see what is covered?

Lost and Found

Where do I go to see if something I have lost has been found?

The Office of Student Development (ext. 4600) will have this information. This office is located on the bottom floor of the Campus Center.

How long are items kept in lost and found before they are donated to a charitable organization?

Each year, items are kept till one week after the end of the Spring semester.

What are the office hours of the lost and found department?

Monday - Friday 8:00 am - 4:30 pm

Mail

Where is the campus post office located?
Located on the lower level of the Campus Center.

Can I have my own campus post office box?
Yes. All students are **required** to have an on-campus post office box.

Is a campus post office box necessary to receive the memos and announcements that on-campus students receive?
Yes.

What is the cost for this service?
No. A $10 fee is charged for replacement of lost post office box keys.

Parking

Are there restricted areas for off-campus students to park? If so, where are they?

Yes. Off-campus students are to park in either the (a) Founders Hall/Chapel parking lot or the (b) Free Enterprise Business Center/Chapel parking lot. **Confused?** Call ext. 4460 for more information.

Do I need a campus parking sticker for my car – even if I only take one class per semester at night?

Yes to both questions.

What procedures should I follow regarding my parking sticker if I have bought a new car or have to drive another car because my primary car in being repaired?

For new vehicles, return the old parking permit to Security (ext. 4460) and receive a new one for your new vehicle. For vehicles being repaired, move the parking permit to the temporary vehicle and call ext. 4460 to notify Security of the temporary move.

Registrar's Office (Now called the Office of Records and Registration)

Where is the Office of Records and Registration located?

First floor of Founders Hall (ext. 4530).

What are the office hours?

Monday - Friday 8:00 am - 4:30 pm

What is the difference between pre-registration and registration?

Pre-registration reserves your place in a course prior to the beginning of a semester or term. This reservation is tentative and cancelable by action either from the student or MVNC.

Registration is the finalization of enrolling for your courses. This is a legal action and once completed, you are liable for the financial obligations related to the enrolled courses and/or room and board.

How do I obtain a transcript of my course work completed at MVNC?

Go the Office of Records and Registration and complete a Transcript Request form. There is a $3 fee per transcript. A $5 fee is charged if same day service is required. All financial obligations to MVNC have to be currently met in order to obtain a transcript. One free

transcript is mailed along with the diploma once the student has completed all graduation requirements.

Security

Where is the security office located?
For location, call ext. 4460.
What is the phone number for security?
Ext. 4460 or through campus switchboard (dial "0").
When should I call security rather than the local police and fire departments?
Call Security first.

Snack Bar

Where is the snack bar located?

It is located in the Cougar Den (red barn) (ext. 4474).

How do I find out about the menu of the day?

Call ext. 1610.

What are its hours of operation?

Opened during the Fall/January/Spring semesters/terms:

Monday - Friday	11:30 am - 1:30 pm
Monday - Thursday	8:30 pm - 11:00 pm
Friday - Sunday	8:30 pm - 12:00 mid

Is this a good place to meet other off-campus students?

Yes.

Am I allowed to bring my own food and eat it in the snack bar area?

Yes. There is a microwave available to warm packed lunches.

Snow Days

How do I find out if the college is going to be closed due to bad weather?

Call MVNC 397-6862 ext. 1600 for information.

If the college has not canceled classes, what is the policy for off-campus students if they cannot get to class due to bad weather in their locale?

Each student is responsible for contacting their individual professor regarding their absence due to inclement weather situations.

Student Council (Now called: Student Government Association)

When and where does the Student Government Association (SGA) conduct its regular meetings?

Meetings are held in Chapel 202
Wednesday 6:00 pm

How are off-campus students represented in SGA?

Off-campus students are represented by an elected off-campus representative.

How are suggestions and complaints handled by SGA?

Suggestions and complaints are presented to the SGA by its president for discussion or vote--depending upon the appropriate action.

How do I find out how to be an officer in SGA?

Call the SGA president for complete information (ext. 4620).

Student Organizations

What are the student organizations and clubs at MVNC?

Following is a list of active clubs and organizations on campus:

Alpha Chi
Association of Men Students
Association of Women Students
Biology
Delta Mu Delta
Discover (Social Work)
Enerazan
English Club
Home Ec
Intramurals
Koinonia
Lakeholm Viewer
Living Witness
Mandate
Music Educators
Mohican Youth Outreach
Natural Resource Affiliate
Outdoor Adventure Club
Psychology
Reach-Out
Student Education Association
Students in Free Enterprise

When and how do off-campus students join?
During the Fall semester, a week is designated as Rush Week. Individual organizations staff information tables to promote their: (a) purpose; (b) activities; and (c) to recruit new members. To obtain information on the various organizations, call the Student Government Association at ext. 4620.

Study Areas

Where are the study areas located for off-campus students?

Both floors of the library (located in the Campus Center) have study tables and desks.
The Free Enterprise Business Center has a library room.

Which study areas are designated for group study activities where talking is permitted?

There is a special room on the top floor of the library that is available for group study.
There is a library room available for group study located in the Free Enterprise Business Center.
Sometimes empty classrooms are available for group study. Call the Associate Dean of Instruction (ext. 4210) to reserve a room.
The Cougar Den (red barn) is sometimes available for group study.

Tutoring Services

What type of tutoring services are available on campus?

If a student needs help in a certain academic area (such as Spanish), they should first contact the instructor to see if there are any designated student tutors available. Academic Support Services (located in Founders Hall Room 210, ext. 4536), maintains a file of students who are interested in tutoring. It is up to the student to contact the prospective tutor and to set up a schedule.

Is there any charge for these services?

No charge for designated departmental tutors. $4.50 per hour for tutors listed in the Academic Support Services file.

Vending Machines

Where are vending machines located on campus?

First Floor Founders Hall (north entrance)

Central Center (bottom floor in the Student Lounge area)

Central Complex (bottom floor)

Dormitories (just off main lobbies)

Lakeholm Administrative Building (bottom floor)

Withdrawing

How and where do I begin the process to withdraw from school?

Go the office of the Director of Retention and Academic Support Services (located in the Office of Records and Registration on the first floor of Founders Hall) (ext. 4530).

How does this affect my bill and financial aid?

You need to consult with the Office of Student Financial Planning (ext. 4520).

Will I be allowed to come back the next semester?

Yes, in most cases.

How will this withdrawal look on my official records?

You official college academic transcript will indicate enrollment through the withdrawal date. Your grades will be "W" for withdrawal. This is a neutral grade. It will not be computed as a failing grade.

When is the deadline to withdraw without failure?

By the last day of the semester/term's regular coursework, but prior to the final exam.